

## ABSTRACT

### Life Events Management

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A life-events service provides data-processing resources (25) for executing and managing business and personal life events of the user concerned in an integrated manner. In the preferred embodiments, the service is provided by the enterprise that employs the user and the data processing resources (47) monitor the state of life events executed and/or managed through the service in order to detect and correct any inconsistencies or effect required updates in relation to other enterprise data resources. The service may make available event-related service packages, including for personal life events, through prior agreement with selected service providers (62). For at least certain events (49) the service preferably provides a respective associated know-how map (54) that plots out the tasks (55) required to be fulfilled in relation to the event, the user then being given the opportunity to select (58) a service provider for each task represented in the know-how map.

(Fig. 3)

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